



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

RCN Telecom Services of Illinois, LLC
for quarter ending December 31, 2006

Out of Service More Than 24 Hours	October	December	December	Totals
A. Total dollar amount of all customer credits paid	\$300.00	\$250.00	\$300.00	\$850.00
B. Number of credits issued for repairs - 24 - 48 hours	51	59	67	177
C. Number of credits issued for repairs - 48 - 72 hours	50	59	58	167
D. Number of credits issued for repairs - 72 - 96 hours	29	35	47	111
E. Number of credits issued for repairs - 96 - 120 hours	30	28	57	115
F. Number of credits issued for repairs > 120 hours	27	19	43	89
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	365	393	468	365
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	October	December	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	16	8	8	32
C. Number of installations after 10 business days	6	5	3	14
D. Number of installations after 11 business days	4	5	3	12
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	October	December	December	Totals
A. Total dollar amount of all customer credits paid	\$3,328.00	\$3,264.00	\$5,609.00	\$12,201.00
B. Number of customers receiving credits	228	171	274	673
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments